

# Therapy user test evaluation

## User test Goals

- Understanding how the interface/ usability is received
- Use of specific parts of the webpage (are they easy to use, familiar?)
- What didn't work?
- Is there anything we missed, didn't see?
- Understand how the user feels when using the system
- Observe how the user navigates through the page

## User Test

Category	Task	Problem
General usability / Navigation	Navigate through the website and tell me when you encounter "problems"	Too much text What is Test in the menu? Some of the Subtext is too small to be comfortably read
Registration	Sign up	none
Log in	Log in	none
Use of the search options/Search function	Search for a therapist	none
Select therapists	select one or more therapists	none
Contact Therapist	Contact therapist/s	I can select the therapists, but how do I contact them? There's no option for it
Profile Page	Save a text to be used to contact a therapist later on	None

After the active user test, we gave the users a Questionnaire to help us furthermore understand how they felt about Therapy, if the strived ease of use, cohesiveness and functionalities were understandable, well taken and useful.

## Conclusions

- Very interesting and important experience to understand, see and observe how a new user navigates the page for the first time.

- The user test gave us a good insight in the perception of a user outside the team, it also helped us find little problems we wouldn't have noticed otherwise.
- The users navigated the website with confidence.
- Light annoyances were actively reported:
- There's too much text in the process page
- What is "Test" on the menu?
- Some of the subtext isn't easy to read, is too small (even in bigger screens)
- 1 big problem surfaced, after selecting the therapists there was no way to contact them
- The other parts of the test ran smoothly

## Solutions

- Add access to the contact form in the profile page
- Add possibility to contact the therapist right away or save it for later
- Adapt size of not easily readable text
- Reduction of the text, add more illustrations

## Second round of tests

After we applied the solutions named before we ran through a quick second round of tests.

Category	Task	Problem
Search Page	Select filters and press search	Option "contact" and "save" buttons are too far down on the page, the user doesn't know what happens when they select them
Process Page	Navigate through the page	too static
Home Page		Missing some buttons "what else can I do here?"

## Solutions

- Home page: add more "call-to-action" buttons
- Process page: add "call-to-action-buttons"
- Search page: move buttons "contact" and "save" in a fixed position that is visible right away. Create a contact form reachable directly from the page and a call to action button to reach it.
- Test page: change the name and add some "rectangles" that hover when passing through with the mouse, to add more action to the page.

- Profile page: find a more appropriate design